

FISCAL NOTE

HB 2340

February 20, 2004

SUMMARY OF BILL: Enacts the *Consumer Right to Know Act* by providing that:

- any person who receives a telephone call from or places a telephone call to a customer sales call center or a customer service call center, upon request, has the right to know certain information about the employees handling such calls.
- no person who receives or places a call to such call centers shall have their financial, credit or identifying information sent to any foreign country without express written permission.
- a violation of the provisions of this bill is an unfair or deceptive act or practice under the Tennessee Consumer Protection Act of 1977 and is punishable as a Class B misdemeanor.

ESTIMATED FISCAL IMPACT:

Increase State Expenditures - Not Significant

Increase Local Govt. Revenues - Not Significant

Increase Local Govt. Expenditures - Not Significant

Any increase in state expenditures to implement and monitor the provisions of this bill is estimated to be not significant.

Local impact depends upon the number of persons convicted of this offense and the resulting increased cost to local governments to confine such persons versus the increased revenues to local governments from fines levied and collected under the provisions of this bill.

CERTIFICATION:

This is to duly certify that the information contained herein is true and correct to the best of my knowledge.



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James W. White, Executive Director